

Dear Sir,

I am unhappy with the service in your store on Lake Road. I _____ (buy) a TV there last Sunday morning. It was a Benson YTC 2010.

I _____ (take) the TV home connect it but I _____ (get, negative) an image.

I went back to the store, but the personnel _____ (give, negative) me a new TV. They said _____ (existence) too many people in the store and there was no time to check my TV. On my next visit, on Monday morning the manager _____ (be, negative) there, and the employees _____ (have, negative) authorization to change my TV for a new one.

On tuesday, I finally got a new TV. I _____ (drive) home and it didn't work. The manager told me the company _____ (return, opportunity, negative) my money.

I am unsatisfied with the service at your store, and I want you to return my money. Please deposit the money in my account.

Sincerely,

D. Helderling.

